

COMPLAINTS UPDATE – October 2025

Reference	Subject Member	Complainant	Nature of Complaint	Route	Outcome	Turnaround (working days)	Reparation/ Lessons
01/2025	Cllr 1	Cllr 2	Disrespectful behaviour by Cllr towards another Cllr at outset of Committee meeting	MO/IP	No breach of Code of Conduct. The exchange was forthright but the language used did not amount to a personal attack.	21	Conduct which is conducted within earshot of officers and on Council premises is capable of being covered under the Code even where the subject being discussed is “political” in nature.
05/2025	Cllr 3	Member of public	Chair of decision-making Committee biased and predetermined	MO/IP + Review	No breach of Code of Conduct. Allegations by complainant were unevidenced and spurious. Chair acted perfectly properly.	22 + 10	Cllrs should be reminded to update their RoI (Register of Interests) promptly, and this applies equally to removing items as it does to adding them
07/2025	Cllr 4	Member of public <i>Complainant was from a wider organisation but still an individual</i>	Disrespectful commentary by Ward Cllr during public consultation	MO/IP	No breach of Code of Conduct. Comments were not a personal attack on anyone, but critique of perceived misinformation about the proposals	60	

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08/2025	Cllr 5	Member of public	Disrespectful commentary by Ward Cllr during public consultation	MO/IP + Review	No breach of Code of Conduct. Comments were not a personal attack on anyone, but critique of misinformation about the proposals	58	Case involved WhatsApp messaging on community groups – which is a growing phenomenon
10/2025	Cllr 6	Cllr 7	Disrespectful outburst by Cllr at close of Council meeting	MO/IP	Code engaged. Informal resolution recommended and agreed	2	Full and clear apology and retraction willingly made by Cllr at beginning of next Council meeting

- Two other complaints received during the summer of 2025 were not progressed because the complainants (users of community facilities) wanted to raise a complaint about their Ward Councillor anonymously on the grounds that they feared retaliation. The procedures do allow for it as follows *“If the complainant wishes to keep their name and address confidential this should be discussed with the Monitoring Officer. The authority does not normally investigate anonymous complaints, unless there is a clear public interest in doing so”*. IP and MO agreed that in this instance there was no particular wider public interest at stake and (ii) it would in any event have been impossible to preserve confidentiality given the nature of the purported complaint.